

Draft CRMP 2024-29

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Our Community Risk Management Plan

The Government has placed a legal requirement on each fire authority to produce an easily accessible and publicly available Community Risk Management Plan (CRMP) covering at least a three-year time span.

The plan must:

- Reflect up to date risk analysis of all foreseeable fire and rescue related risks that could affect Cambridgeshire
- Show how the Fire Authority will balance prevention, protection and response activities to reduce the impact of risk on communities in a cost-effective way
- Outline service delivery outcomes and how resources are allocated to mitigate risks
- Show that the Fire Authority has a management strategy and a risk-based programme for enforcing fire safety legislation
- Show how the Fire Authority will meet the needs of the community through working with partners.

As we have exited the pandemic, we have faced different challenges that continue to impact on our fire and rescue service. The ways of working have changed for many people, we have seen the war in Ukraine and the economic crisis and subsequent financial pressures hit us and our people. This means we need to continue to find ways to ensure we are using our resources in the best possible way, to maintain the quality of service we provide and further reduce the level of risk in the community, working in collaboration with other agencies where we can, to ensure we are providing best value to the public.

Our CRMP covers all the activities we are engaged in to reduce the risks associated with providing our service to the community and exploiting opportunities for continual improvement.

Our previous Integrated Risk Management Plan (IRMP) focused on exploring and delivering through collaboration. We also worked on the sustainability of our on-call service and continued our investment in technology. We continued to share data with partner agencies to help us identify those most at risk from fire and other emergencies so that we can work proactively to prevent incidents occurring.

Our CRMP is a live plan, we continue to monitor our performance and delivery against our objectives and so this CRMP is the evolution of our plans, building on our previous IRMPs.

There are many interdependencies in the planning process and for this reason, we monitor progress and review the measures set out in this document to ensure the CRMP process is fully integrated into the corporate planning process.

A glossary is provided in Appendix A at the back of this document explaining some of the terms used.

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How we identify risk

Data is central to Cambridgeshire Fire and Rescue Service. We review and monitor our data to ensure that we are focusing our resources in the right way and to monitor the changes in our community that may impact or evolve the risks in our county. In 2021, the new Census data was released, and this has helped us to understand the changes that our community demographic has undergone over the past 10 years.

We use data about the location and purpose of non-domestic premises to understand the risks that these and their contents may present, as well as helping us to define our firefighting and emergency response plans. We consider technological and societal changes that impact on the types of emergencies that we may be called to. Community and national risk registers also help us to plan and prepare. This wealth of data and information helps us to identify risks within our community.

Since the pandemic, we have invested in modelling tools and techniques to help us understand the potential impact of these risks and how we could best respond to them. During our last IRMP (2020-2024), we initiated a project to look at our operational response. The data, analysis and outputs from this project have helped us to formulate this CRMP for 2024-2029.

During the review process, we looked at everything that had changed in Cambridgeshire, from the population and the county's infrastructure, to our own services.

Using a combination of data analysis, computer modelling, professional judgement and engagement with our colleagues and the community, the risk review has resulted in a set of proposals designed to realign our resources to risk.

This risk review has enabled us to assess foreseeable risks that could hinder our progress towards our vision, whilst also allowing us to recognise opportunities that will help us get there quicker.

This document sets out the high-level areas of work. Larger pieces of work will be taken forward through our programme management process with progress monitored and managed through our Business Development Programme Board. Other work will be delivered through the responsible group and monitored at the relevant strategic delivery group, where performance will be reported quarterly to the chief officer team.

The Service compiles an Annual Report and Statement of Assurance that provides a review of the Service's delivery against the Community Risk Management Plan and our performance measures. This can be found on our website under [About Us/Documents](#).

Our community risk management analysis and planning process is shown here [diagram to be added].

Local Resilience Forum

In addition to our own detailed analysis of the risks facing our communities, our CRMP has paid due regard to the risk analysis process completed by the Local Resilience Forum via the National Security Risk Assessment publication to ensure that civil hazards and threats are captured.

Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) is chaired by our chief fire officer, with senior managers actively engaged in the forum. The Service has supported the development of an agreed risk profile for the local area detailed in a local community risk register and matrix, in partnership with the police, ambulance service, local authorities, primary care trusts, health organisations, Environment Agency, category two partners and the military.

You can view the CPLRF Community Risk Register on the Local Resilience Forum website www.cpprepared.org.uk

Context

Our Service

We currently operate from 27 fire stations across Cambridgeshire and Peterborough. Four are crewed 24/7 by wholetime firefighters, three are day-crewed reverting to on-call status at night, 19 are solely on-call and one is operated by the Peterborough Volunteer Fire Brigade. Our Combined Fire Control, management and professional support departments are all based at our Service Headquarters in Huntingdon.

Our current establishment is 242 wholetime firefighters (including principal officers) and 250 (full-time equivalent) on-call firefighters. The establishment in our Combined Fire Control - mobilising fire engines and specialist vehicles across Cambridgeshire, Peterborough and Suffolk - is 36. We have 138 full time equivalent employees who work in support roles across the Service in essential business functions including health and safety, recruitment, learning and organisational development, property, fleet, IT, finance, procurement, human resources and communication.

The number and locations of our stations, our management structures and resourcing model are continually kept under review to ensure we are delivering a service that continues to be effective and efficient within the constraints of the budget we have to work with each year. We will continue to do this throughout the next CRMP period and therefore information in this document is current only at the time of writing.

We have a fleet of 33 fire engines, two rescue vehicles, two aerial appliances and other specialist vehicles.

More information about our vehicles and equipment can be found on our [website](#).

Data we use

Cambridgeshire has a three-tiered local authority system, consisting of Cambridgeshire County Council and five district councils - Cambridge City, South Cambridgeshire, East Cambridgeshire, Huntingdonshire and Fenland. Peterborough City Council is a unitary authority located in the north of Cambridgeshire.

Cambridgeshire and Peterborough are identified as areas for sustained residential and commercial development which, in addition to providing opportunities for economic growth, have the potential to impact on public service resources.

All data given in this section is taken from the Office for National Statistics Census 2021.

The population estimate of Cambridgeshire and Peterborough is approximately 894,500. This represents an increase of around 11 per cent from the previous census in 2011. The population is 49 per cent male and 51 per cent female, living in around 362,100 households.

Usual resident population, Census 2011 to 2021

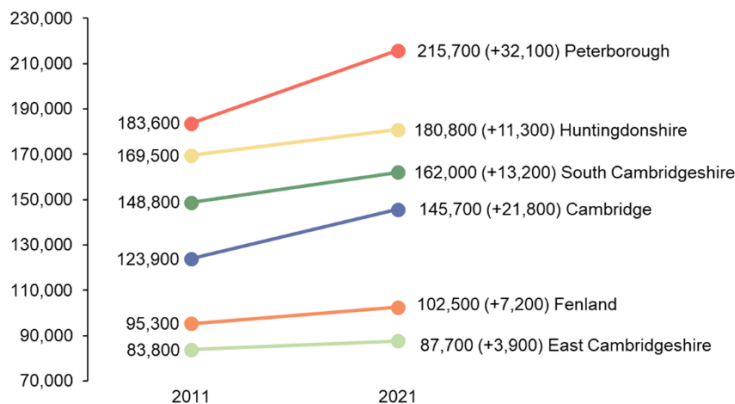


Image: cambridgeshireinsight.org.uk

The population of Cambridgeshire is ageing with the number of people aged 65 and over accounting for 18 per cent of the population (around 160,000 people). Those most at risk from a fatal fire in the home are vulnerable people aged 65 and over.

The social demography of Cambridgeshire varies considerably, with the cities of Peterborough and Cambridge being particularly multi-cultural and multi-racial compared with other areas of the county. For example, around 20 per cent of those living in the cities identify as non-white, with most of that population identifying as Asian. In the rest of the districts, the population is around 90 per cent white. Across the county, 16 per cent of residents are disabled under the Equality Act definition. More than 35 per cent of the population work predominantly from home.

To accommodate the expected increase in population, several new sustainable developments have emerged in recent years and continue to grow. These include the country's first eco-town Northstowe, being built just five kilometres from the city of Cambridge, and Alconbury Weald just north of Huntingdon. In Peterborough, three new residential townships were developed with a full range of social and economic facilities and the fourth, Hampton, will continue this growth with over 5,000 homes and supporting infrastructure.

There is predicted to be over 40,000 new homes built across Cambridgeshire and Peterborough in the next five years in major developments alone.

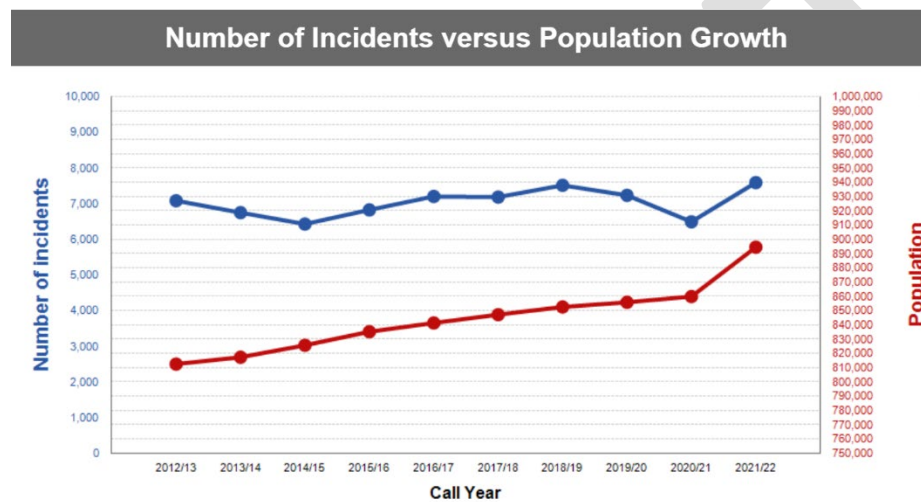


Figure 2

Figure 2 shows the correlation between population growth and our incident rates.

It is noticeable that to 2020/21, despite a steady increase in population, our incident rate had fallen, although the numbers have increased for 2021/22 as this also included an unprecedented summer of fires due to the prolonged hot, dry weather. It must also be noted that the Covid pandemic in 2020 and 2021 impacted call figures and incident data.

The reduction in calls is a result of the Service actively managing its demand through fire prevention and protection work, together with initiatives such as call challenge and management of premises with a large number of false activations of fire alarms. This success, together with the scale of financial pressures facing public sector agencies across Cambridgeshire and Peterborough, demonstrates we remain committed to working with a range of partners to provide the best possible service to our communities.

We utilise data from the local councils to look at growth within Cambridgeshire and Peterborough including domestic, commercial and infrastructure developments and how this is likely to impact upon risk within the county.

We have new legislation which names fire and rescue services as a statutory partner. The Serious Violence Duty makes councils and local services work together to share information and target interventions to prevent and reduce serious violence. We discharge our duties through prevention and protection work as well as continuing to engage in and support all community safety partnerships (CSPs) across the county. More information can be found at [Serious Violence Duty - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/serious-violence-duty)

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Our Partnerships

We work closely, daily, with our blue light colleagues in Cambridgeshire Constabulary and East of England Ambulance Service NHS Trust, as well as our colleagues in both Cambridgeshire County Council and Peterborough City Council to ensure a more efficient way of working for public sector agencies in Cambridgeshire and Peterborough.

We now share equipment and resources with Cambridgeshire Constabulary that enhances the operational capability of both services. Within Peterborough City Council, police, fire and council colleagues work side by side through the Safer Peterborough Partnership. We are active in community safety partnerships across all councils, including chairing some of these.

East of England Ambulance Service NHS Trust also share our facilities, and, in some rural areas, our frontline firefighters respond to medical emergencies.

These and future collaborations are facilitated by the Bluelight Interoperability Board chaired jointly between the deputy chief constable and assistant chief fire officer.

We also work in partnership with other fire and rescue services and have achieved shared functions that include ICT, our Combined Fire Control and shared senior operational command. These arrangements have not only improved services and resilience, but in some areas enabled the authority to make efficiency savings.

In response to the county demographics and an increasingly ageing population, we have importantly developed an efficient way of working with local authorities and agencies to deliver targeted safe and well visits to the most vulnerable people within our communities. These are an enhanced home fire safety visit where we conduct winter warmth checks, fall prevention support and crime prevention, as well as fire safety. Further opportunity exists as we continue to seek out new partners that provide access to residents in this targeted group.

Financial Business continuity planning

Cambridgeshire Fire and Rescue Service has continually demonstrated proactive financial management and planning. This has included, in the past 10 years, reducing its budget by around £8 million in real terms (when inflation is applied). Despite the reduction in available finances, the Service has streamlined and continued to deliver an efficient and effective fire and rescue service that looks after its people, as evidenced by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in 2019 and 2021.

In the previous IRMP period we faced the uncertainty of the global economic crisis, increases in energy costs, increasing inflation and nationally negotiated cost of living pay increases. These all presented substantial risks to the Service and to mitigate this risk we completed detailed financial business continuity planning. This ensured that we could continue to deliver our service to the public within our budget.

The Service was inspected by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) in early 2023, with the report and findings released in summer 2023. This found the Service to be 'Outstanding' in the best use of resources category:

"The service is outstanding at making best use of its resources. It has comprehensive financial and resourcing plans aligned with strategic priorities and its sustainability strategy that are achieving value for money for the public."

The report goes on to state:

"The service is good at making sure it is affordable now and will be in the future. Its medium-term financial strategy is clearly linked to its integrated risk management plan (IRMP). It has developed good financial business continuity and efficiency plans to make sure that it can respond to changes in the financial climate."

As a Service, we are enormously proud of this achievement and our employees' hard work to put these plans in place. However, the work cannot stop here as the future is still not clear. We have only received a single-year settlement for 2024/25 and we wait to hear if we will be given a longer-term settlement in the future. With many costs outside of our control such as pension changes, national pay awards above two per cent and inflation, the work to ensure our future affordability must continue. Our ability to accurately plan and budget for the coming five-year CRMP period is significantly impacted by this situation.

We will continue to focus on our financial business continuity planning and look at ways in which we can continue to adapt and streamline the Service. This is done in conjunction with our operational response project to ensure that we continue to align our resources to the risks within Cambridgeshire and Peterborough.

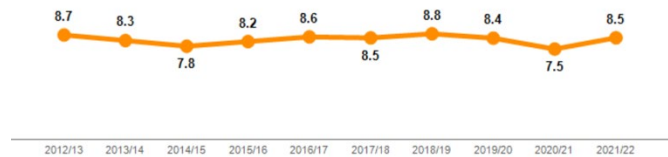
Our ability to mitigate risks and realise opportunities is directly impacted by our resourcing and the budget available to us. Our current budgetary plans and assumptions determine the speed at which we will deliver our action plans. As we gain further clarity on our future financial settlements and budget pressures, we will review our CRMP action plan and revise the timescales and scope if we need to, to ensure that our plans remain realistic and achievable.

The calls we attend

All the data used in this section, unless otherwise stated, is taken over a five-year period to February 2023.

There are two key factors that will have influenced our data. Firstly, the Covid pandemic began in January 2020 with restrictions finally being lifted across the UK in December 2021. We saw a general decrease in incidents during the pandemic due to the restrictions that people were living under. Post-pandemic we have seen an increase again to near the pre-pandemic levels as the incidents per 1,000 population shows.

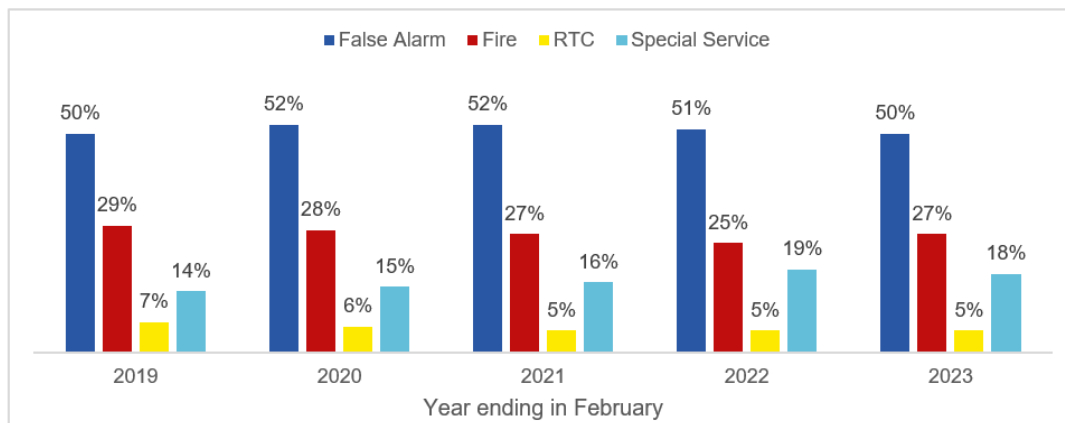
Number of Incidents per 1,000 Population



Data Source : Incidents (IRS) and Population (Office of National Statistics 2021)

Secondly, the heatwave in July and August 2022, which saw record numbers of calls coming into our Combined Fire Control and resulted in a major incident being declared. The hot weather and dry ground combined to see multiple fires across the county daily. Some days, crews were responding to double the number of incidents they would usually during this time of the year. The events of summer 2022 will show an increase in the fires for that call year.

Main Incident Breakdown



There are four main categories of incidents that we attend - false alarms, fires, road traffic collisions and special services. The percentage distribution of these calls remains largely the same year on year, with the slight, yet consistent, increases being seen in special services.

False alarms

We break down false alarms into three further categories - automatic fire alarms, false alarms good intent and malicious false alarms. Of our total incidents, 33.1% were automatic fire alarms, 17.2% were false alarms good intent (eg a fire that was out on our arrival or a reported fire that turned out to be a controlled burn such as a bonfire) and 0.8% were malicious. We operate a call challenge procedure for automatic fire alarms and have a policy that we do not attend automatic fire alarms to most non-domestic premises between the hours of 9am to 5pm Monday-Friday to ensure that we are using our resources effectively.

Over the border incidents

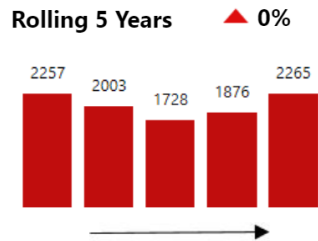
We also respond to calls in our neighbouring counties and our neighbours reciprocate the arrangement. We do this to provide the best possible service to the public. We continually monitor these attendances and those of our neighbouring counties to understand their impact to the service that we deliver.

Fire trends across the county

The figure below shows the reductions in fires that we experienced during the Covid pandemic. The numbers have since risen to be similar to pre-pandemic levels. The split between primary and secondary fires has followed the same pattern as all fires, dipping during the pandemic but now rising to similar levels to pre-pandemic times.

We have noted a decrease in the number of deliberate fires in the past two years and are conducting further work to understand the factors that may have influenced this positive trend.

Total fires 1 April 2018 – 31 March 2023



Special services

As well as attending fires, we provide other services which we define as special services. These special services are non-fire incidents that require a fire crew or an officer to attend.

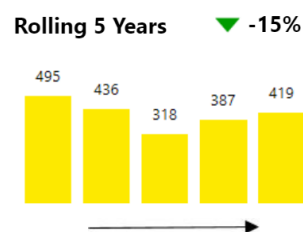
In 2018, the duty to collaborate was introduced for public sector bodies, including emergency services. It is therefore to be anticipated that since this time we have seen an increase in collaborative special services.

Over the past five years we have seen a 250% increase in incidents where we have been called to assist ambulance colleagues, a 128% increase in the number of flooding related incidents and a 65% increase in the number of incidents involving a rescue from water.

Road Traffic Collisions (RTCS)

Overall, our five-year average is down by 15% for road traffic collisions. The most significant reduction was during the pandemic, but we have not seen a subsequent increase to pre-pandemic levels. This will largely be due to the changes in people's working and commuting habits following the pandemic.

Road traffic collisions attended 1 April 2018 - 31 March 2023



Lithium-ion

As technology advances, we have seen more technology available which utilises lithium-ion batteries. The accessibility and promotion of these technologies and products means that they are more prevalent in our communities. We have experienced fires involving lithium-ion batteries and although the numbers of these are low, the impact of some of these has been devastating.

Extreme weather

The 19th July 2022 was the busiest day on record for CFRS. We sent fire engines to 139 incidents in a 24-hour period. At the peak, we used 24 appliances simultaneously whilst maintaining cover for further fire calls.

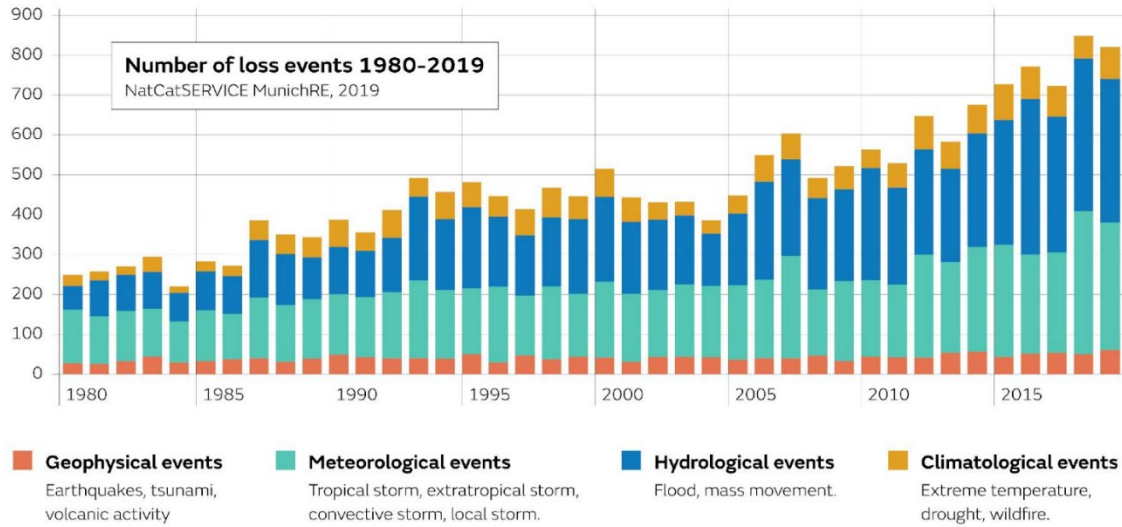
Our top 10 busiest days on record have all occurred over the last five years and all have been weather related incidents, either hot weather or widespread flooding.

Total number of mobilisations per day (ranked highest to lowest)

Date	Total mobilisations	Cambs fire engine total	Other FRS fire engine total
19/07/2022	139	123	16
23/12/2020	90	90	0
27/07/2018	78	69	9
11/07/2022	74	66	8
18/07/2022	74	66	8
26/07/2018	71	57	14
24/07/2022	76	67	9
08/07/2018	71	68	3
21/07/2022	68	57	11
08/09/2021	67	56	11

The Met Office highlights in their 2020 report the rise in the likelihood of extreme weather events and the frequency in which these events occur.

Met Office Are extremes becoming more frequent?



This graph from Munich RE shows events causing loss are becoming more frequent

The changing climate will have a direct impact on the volume and intensity of emergencies experienced within Cambridgeshire.

Wildfire risk

Wildfires in the UK have been increasing in frequency over recent years and they could be five times more likely to occur by 2100. This is coupled with an increased likelihood that summers such as the ones we experienced in 2020 and 2022 will be every other year by 2050.

Operational response review project

Our operational response review project is designed to explore risks that may impact the Service and identify opportunities to counter these risks and enhance the service provided to the people of Cambridgeshire and Peterborough. It focuses on the effectiveness, efficiency and people within our operational service.

- **Effectiveness** - the project aims to challenge our current procedures and practices to understand how effective we are in responding to incidents within our community.
- **Efficiency** - the project aims to challenge our financial expenditure and use of people and resources to identify if we can do things in a more efficient way. This will include opportunities to redistribute resources and funding to improve service delivery and to identify options to support the Service's financial contingency business continuity plan.
- **People** - the project aims to review our current practices to further support the development of our people and to ensure that working practices are suitable for the future fire and rescue service.

The core objectives of the project are:

Objective 1 - review the response standard within our CRMP to ensure that all incidents are responded to based on risk. This includes how we assign resources to incident types and the speed in which we respond.

Objective 2 - review the operational response model and identify options to deliver our response standards to the same standard with reduced budgets.

Objective 3 - review our operational response model and identify options to improve how it meets the demands of our current and future risk profile. This includes community safety and operational risk management.

Objective 4 - review our operational response model to identify if it can better meet the requirements of our People strategic objectives and equality and inclusion commitments.

The project team has completed several workstreams, these include:

- Reviewing our data, leading to a revision of the definition of "most serious" incidents ensuring that we focus our resources to these
- Introducing two 4x4 off-road firefighting vehicles into the Service for summer 2023
- Financial contingency business continuity plan

- Enhancing animal rescue and water rescue provision within the county
- Implementation of an operational degradation procedure
- Adjustments to our incident command provision and introduction of evacuation boards
- Enhancements to developmental training and accessibility for continuous professional development for middle managers.

The project continues to review further adjustments to our strategic appliance planning which includes the location and quantity of fire resources, further enhancements to 4x4 provision, adjustments to crewing availability to further enhance the Service's operational degradation procedure and a review of the efficiency and effectiveness of activities undertaken by operational crews.

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HMICFRS Inspections

In July 2017, Her Majesty's Inspectorate for Constabulary's remit was extended to incorporate fire and rescue services, becoming Her Majesty's Inspectorate for Constabulary and Fire and Rescue Services, later to become His Majesty's Inspectorate for Constabulary and Fire and Rescue Services (HMICFRS) in 2022.

HMICFRS looks at all fire and rescue services and assesses and reports on how efficient and effective the services are, as well as how well they look after their people. CFRS has performed well in all three of the inspections that have been undertaken. We reflect on the feedback provided by HMICFRS and use this to support our plans to deliver an efficient and effective service to the public and to ensure the safety, wellbeing and engagement of our employees.

Our latest Inspection was conducted in early 2023 and the report was published that summer. The high-level gradings are shown in the box below.

Outstanding	Good	Adequate	Requires improvement	Inadequate
Best use of resources	Understanding fire and risk	Responding to fires and emergencies	Managing performance and developing leaders	
	Preventing fire and risk	Responding to major incidents		
	Public safety through fire regulation	Right people, right skills		
	Future affordability			
	Promoting values and culture			
	Promoting fairness and diversity			

The full report can be found on the [HMICFRS website](#).

When considering our priorities and plans for this CRMP, it is important that we incorporate the findings of HMICFRS into our planning, ensuring that we continue to drive the positive practices identified and addressing the areas for improvement.

We were pleased to be recognised for three innovative practices around:

- Financial and resource planning
- Ecological sustainability strategy
- Using assessors from the local community to monitor recruitment.

The Service was also recognised for two promising practices:

- Providing facilities to support colleagues' physical fitness and health
- Improved maternity and menopause provision.

Our areas for improvement included themes around:

- Ensuring our on-call employees are familiar with the risks in their areas
- Ensuring that our methods for sharing information and fire survival guidance to multiple callers are effective
- Training and developing our people and the monitoring of skills
- Recruitment and promotion processes.

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Our Vision

Our vision is an aspirational statement of where we hope to be one day.

Our vision is for safe communities where there are no preventable deaths or injuries from fire or other emergencies.

Put simply, this means we will strive to reduce risk and save lives.

To succeed in this, we need to achieve community safety and operational excellence in the most cost-effective way, putting people at the centre of everything we do – people in the community in terms of their safety and diverse needs and our own people in terms of training, development and health, safety and wellbeing.

From this we get our four strategic aims and they drive everything we do:

ADD STRATEGIC AIMS DIAGRAM

Our Strategic Aims

For each of our strategic aims we have a number of statements that describe what excellence in that area looks like to us, so we all understand what we are striving for.

People

- We have a culture that embodies our values and expected behaviours.
- We listen and engage with our people, communities and our partners to improve what we do
- We develop our people and encourage them to reach their potential
- We continually improve the service we deliver.

Community Safety Excellence

- We understand and target the risk in our communities
- We are inclusive in our approach and tailor our services to meet the needs of our diverse communities
- We work with partner agencies in a targeted, proactive and effective manner and are perceived as a key contributor to community safety
- We have a high level of success in our community safety activities and evaluate our impact.

Operational Excellence

- We have competent, confident and skilled people
- We have the right skills, equipment and resources in the right places
- We have a learning culture looking to continually improve what we do and how we do it.

Value for Money

- We actively seek collaborations
- We evaluate the impact of working practices to strive for efficiency, effectiveness and sustainability
- We continuously monitor how we are performing, sharing what we do and taking best practice from others.

Our Values

At Cambridgeshire Fire and Rescue Service we have three core values - welcome, dignity and respect - that we expect all our people to demonstrate in their behaviour to each other and to all members of the public:

- **Welcome** - we welcome people into the workplace and create an open and inclusive culture, which offers help and support.
- **Dignity** - interactions with our colleagues and communities are always in line with our One Team Behaviours.
- **Respect** - we respect differences in colleagues and communities and value diversity by taking into account the right for people to be themselves.

Our resources and how we use them

Response

Under the National Framework, we have a responsibility to maintain appropriate crewing levels to respond to all foreseeable fire and rescue related risks that could affect our fire authority area.

Assuring we have the right number of fire engines to meet demand, we also need the right resources to deal with what might foreseeably happen. To determine what resources we need and where, we analyse historic incident data and current and future risks. This is also set against our ability to meet our response standards (how long we take to get to an incident) of an average nine minutes in urban areas and 12 minutes in rural areas. We also aim to get to all incidents in 18 minutes on 95% of occasions.

We have recently refreshed our incident response model assumptions looking at 10 years of historic data. This analysis shows that we need to strive to have a minimum of 14 fire engines available across the county at any one time. This is based on us being able to respond to two incidents at the same time, both requiring six fire engines, with two fire engines being available elsewhere for resilience. We know this is not sustainable though in periods of high demand, which is why we are able to increase our resources to meet additional demand during these periods.

We have four wholtime fire stations (full time - permanently crewed) and three-day crewed stations (one is crewed in the day seven days a week from 8am until 6pm and two are crewed in the day five days a week Monday to Friday 8am until 6pm) to provide eight fire appliances (six at weekends). To supplement our current full-time crewing arrangements and to assist in meeting our response times, particularly in rural areas, we also have two roaming fire engines in the county which are crewed daily, seven days a week by wholtime firefighters from 8am until 6pm. As St Neots and Ely fire stations have two fire engines each, one day crewed and one crewed by on-call firefighters, where possible, we also move our five-day crewed fire engines to strategic locations to provide flexible fire cover when the on-call fire engine is available at their home station. On-call fire cover, together with our full-time resources, supports our drive to meet our planning assumptions for operational incidents.

In terms of location, mapping five years of historic incident data (most serious incidents – primary fires, RTCs and special services) has shown us which of our on-call fire engines we need to have available around the clock to best meet our response standards (these are in addition to the four wholtime stations, three day-crewed stations and our two roaming fire engines).

We have called these 'strategic on-call CRMP stations' and they are:

- Yaxley

- Whittlesey
- March
- Chatteris
- Ramsey
- Cambourne
- Cottenham
- Soham
- Sawston

We continually review the locations that we position our roaming pumps at to provide the best possible operational cover for the county balanced with our prevention and protection activities.

Protection

Due to the increasing number of non-domestic premises within the county, we prioritise resources on a risk basis. We audit all very high and high risk premises. Where necessary, we sample premises in the medium and low risk categories to ensure compliance with the Fire Safety Order. This process is delivered through our risk-based inspection programme.

An example of how this can work is our response to the Grenfell Tower fire. Following this tragedy, we reviewed our audit programme to ensure that we had put in place appropriate actions to support partners and provide reassurance and advice to residents in tall buildings across the county.

Prevention

We use data from a wide range of partners to target resources and activities to those who are most at risk of fire and other emergencies. We also work with partners to identify how we can make the most of every contact with the public and improve lives.

More information about our resources and how we use them can be found on our website in our Risk and Resource Methodology document:

[CFRS Risk and Resource Methodology- Updated 2023](#) [ADD DOCUMENT TO WEBSITE WHEN CRMP DRAFT IS PUBLISHED]

Risks and Opportunities

Our review of risks and opportunities has highlighted a number of core areas for our focus and attention.

Emerging Technologies

As technology advances and evolves so too can the risks this presents for our communities. We have tragically experienced several fires over recent years involving lithium-ion batteries. It is important that we provide our firefighters with the right skills, training and equipment to deal with fires involving lithium-ion as well as supporting wider work with the National Fire Chief Council (NFCC) to create appropriate guidance in response to fires of this type. We also work to provide appropriate safety advice and guidance to our communities on the safe use of batteries to help prevent further incidents. We must identify those most at risk from these types of fires and define the most appropriate, effective and efficient way of engaging with these groups.

Operational Response

We have been assessed by HMICFRS (2023) as outstanding at making the best use of our resources. We align our resources with our risks and our statutory responsibilities. However, there are still opportunities for us to continue with this work. We must work to ensure that we have the right resources available in the right place, with the right skills, information and equipment to respond to fires and other emergencies. Our work in the previous IRMP reviewed how we currently meet our risks and explored opportunities to continue to evolve our Service. Our communities and risks continue to evolve, and therefore so must we to ensure we are providing the best service to the public in the most cost effective and affordable way.

Diverse communities

We have been tracking predicted population data over the past 10 years to better understand our communities; however, the latest census data gives us an up-to-date picture of the changing demographic of our communities. We also see lifestyle changes post-pandemic and changes in the use of technology that may change the risks in our communities. Monitoring data about who is experiencing fires and emergencies helps us to better focus and shape our prevention and protection activities to ensure that we engage in the most appropriate manner. We have limited resources, so it is essential that we focus activities on those most at risk and ensure we measure the outcomes. We will be working to adapt our offerings and approaches to suit the needs of our communities and to ensure we provide value for money in how we engage. We found from our recent community engagement activities that there is little awareness of what we do outside of responding to fires and other emergencies and we will be working to address this in the future.

Youth Engagement

We recognise the power of positive engagement at an early stage in life. Using opportunities to engage with young people in our communities enables us to help establish risk awareness to help prevent fires and other emergencies. Not only is this important for safer communities but also for the future of the fire and rescue service in promoting what we do and career opportunities.

Developing our people

It is important that we make sure our people have the right skills to be able to do their role. It's also important for us to focus on their development for the future. We must ensure that we manage, develop and diversify our people and the talent within our Service, helping people to reach their full potential and supporting those who aspire to progress. We will be focusing our work on our development pathways and programmes, talent management and succession planning to ensure that not only do we have the right skills for today but also for leadership in the future.

Culture

Our Service has a good organisational culture that embodies our values and expected behaviours and we put people at the centre of everything we do as demonstrated by our HMICFRS feedback and our employee engagement surveys. We know we cannot be complacent though; the recent London Fire Brigade Culture Review, the HMICFRS Culture Spotlight report and other events in the media show us that it is essential this continues to be a priority. It is important to us that our people feel valued and engaged in what we do.

We use engagement and culture surveys, commissioned with external organisations to ensure it is unbiased, to help us understand how our people feel about working for our Service. We measure our culture through these surveys and other listening channels and metrics. Our recent survey, conducted in 2022, showed that we had improved employee engagement and that colleagues were proud to work for CFRS. It also showed us further areas that we could improve on, for example improving our system for recording training, facilitating more opportunities for colleagues across different areas of the Service to engage with each other and showing greater transparency with recruitment processes. We will look at these, along with the recommendations from HMICFRS and NFCC, to continue to maintain and improve our positive and inclusive organisational culture.

Technology

As with many organisations, we rely heavily on technology. We are a data-driven organisation, so we collect, process and share data across our organisation and with others. We use technology to deliver efficiencies and reduce administration activities where we can. Not only this, but our most important technology is how we receive emergency calls, mobilise fire engines and communicate with fire crews and officers across the county. We must protect our data and our systems and to do this we continue to invest in our technology. It is an ongoing journey to keep our systems and

infrastructure up to date, protected from cyber attacks, ensuring value and efficiency, resilient communication links and enabling remote working.

Sustainability

We're on a mission to create a more sustainable and environmentally friendly fire and rescue service.

Our sustainability strategy covers five key themes – people, transport, property, off-setting and procurement. It includes things like investing in and moving towards electric or hybrid vehicles, investing in our estates and trialling HVO fuel, and our objective is to be carbon neutral by 2030. This is an extremely challenging target. We have already created our baseline, understanding our Service's carbon footprint, and we will use this to measure our progress and review our plans. This is a topic that cuts across all areas of our Service.

So, what do we do now?

Our review of risks and opportunities has identified a number of key areas for consideration that could impact our ability to achieve, or assist us to achieve, our vision and strategic aims.

This work has resulted in the creation of an action plan for the next five years. The action plan is split under our four strategic aims – people, operational excellence, community safety excellence and value for money - and will be managed by these strategic delivery groups. The action plan is detailed in the next section.

Our action plan

People

People are at the centre of everything we do, both our colleagues and those in our communities who we seek to protect and assist. Some People related objectives therefore cut across other strategic aim areas. Therefore, to avoid duplication, our commitment to the people in our communities and our action plan for our work in this area over the next five years is addressed in the Community Safety Excellence section (see page xxx). In addition, the operational training and development of our people is considered in the Operational Excellence section (see page xxx).

We aim to have a culture that embodies our values and behaviours. We will listen and engage with our people and develop and encourage them to reach their potential. By doing this we will continue to improve the service we deliver.

Through our review of risks and opportunities we have identified the following areas of strategic focus under People. We will continue to:

- Maintain and improve our positive and inclusive organisational culture and employee engagement and make us an employer of choice. This includes looking at how we communicate and facilitating more opportunities for colleagues from across different areas of the Service to engage with each other.
- Review how we manage, develop and diversify our people and our talent from within our Service, helping people to reach their full potential and supporting those who aspire to progress as leaders. This includes development pathways and programmes, talent management and succession planning.
- Review our processes for recruitment and progression, including our community engagement activity, to ensure they are accessible to people from a range of backgrounds and that they enable us to improve diversity over time, to greater reflect the communities we serve.
- Review our mechanisms for the management of safeguarding to protect our people and communities.
- Review our processes and means for supporting the health and wellbeing of our people.

Community Safety Excellence

Community safety excellence will focus on meeting the diverse needs of our growing communities. To do this we will continue to strengthen our partnerships with other agencies and the voluntary sector. We will also ensure our resources are coordinated and targeted at those most in need. Our community safety activities will be evaluated regularly to ensure we are being effective in keeping people in our communities safe.

Through our review of risk and opportunity we have identified the following areas to further improve our community safety and fire protection activities:

- Greater collaboration with health, social care and other partners to improve the ways in which we identify and meet the needs of those most at risk of fire.
- Continue to develop our Fire Break programme to help vulnerable young people become resilient and valuable members of their communities. Explore other early intervention opportunities to positively influence children and younger people and keep them safe from harm.
- Continue to work with central government, the NFCC and local partners to educate communities and responsible persons on the growing risk of emerging technologies, primarily lithium-ion batteries.
- Continue to work with partners from the road and water safety partnerships to reduce the number of people killed or injured on our roads and waterways.
- Ensure effective evaluation focuses our community safety and fire protection activity to keep our communities safe and bring together expertise from across the Service to reduce risk to people, places and events, continuing to build long-term relationships with our diverse communities.
- Continued work with our partners to protect and safeguard the most vulnerable in our communities and the most high-risk premises.

Operational Excellence

Operational excellence will be achieved through a confident, skilled workforce, equipped to deliver the best possible service to our communities. We will continually review our resources to ensure we are able to competently deal with the range of emergencies we are called to. We will take every opportunity to learn from what we do to provide an even better service in the future and continue to mitigate the risk of rapid growth across the county.

A review of our risk and opportunities has identified the following areas to further improve our operational response:

- Work to align operational resources and skills (wholetime, on-call and fire control) to our risk and demand, understanding how we respond to incidents and the number of resources required to safely resolve them, and to ensure that we are maximising our productivity and efficiency.
- Continue to improve the collection and provision of risk data about identified premises, increasing knowledge of local risks and ensuring appropriate operational risk information is available for colleagues when responding to incidents.
- Continue our ongoing work to ensure our emergency vehicles and equipment meet our identified emerging risks.
- Continue to align Service procedures with national operational guidance to improve firefighter safety and our ability to work with other fire services, ensuring appropriate business continuity arrangements are in place for contingency situations.
- Review current arrangements for operational training and recording to ensure they meet the needs of operational colleagues and our identified emerging risks such as emerging technologies and extreme weather.
- Develop further assurance across all operational areas to achieve a high level of performance and support the continued development of our people ensuring we continue to learn from what we do.

Value for Money

Since 2010, we have been delivering financial savings to meet the Government's Comprehensive Spending Review (CSR) financial cuts. In our previous IRMP 2020-2024 we delivered further reductions and put in place detailed financial business continuity plans. During our CRMP for 2024-29, we will ensure these financial business continuity plans are updated annually so we are prepared for any future reduction in budget. The Authority recognises that ensuring value for money is an ongoing priority and we will continue to evaluate and evolve our activities so we can deliver the best possible value to our communities.

Through the review of risk and opportunity we have identified the following areas to further improve our value for money:

- Continue to update and enhance our mobilising systems, data, processes and procedures.
- Collaboration with other partner agencies, including a rationalisation and sharing of estates as well as looking for joined up working practices.
- Deliver efficient and effective working through existing and new technology, looking at how we can automate activities, enable greater mobile working and improve communication and engagement.
- Ensure our technology infrastructure and systems are robust and fit for our purposes, reducing the risk of cyber-attacks and ensuring our software is maintained and provides value for money.
- Delivery of the Service's sustainability strategies and plans.
- Continual review of our commercial arrangements for our equipment provision and maintenance to ensure these are appropriate and meet our requirements for now and for the future.
- Carry out scenario planning for potential future budgetary constraints and new financial burdens and seek appropriate opportunities to create revenue streams across the Service.

Our Performance measures

In relation to the plans we set out in this document, we will be monitoring, reporting and publishing our performance against the following performance measures:

- We will respond to the most serious incidents within an average of nine minutes in urban areas and 12 minutes in rural areas, for the first fire engine in attendance.
- We will respond to all incidents in our authority area within 18 minutes for the first fire engine in attendance, 95% of the time.

The definition of most serious incidents is those that pose risk to life and the highest risk to property - we class these as category 1 and category 2 incidents.

We have outlined a number of areas that we are going to focus on through our action plan. To help us deliver against these we will be monitoring the following areas to ensure that we are making effective decisions about the targeting of our resources and activities:

- The number of primary and secondary fires
- The number of associated deaths and injuries from fire
- The number of people killed and seriously injured on our roads
- The number and type of special services that we attend
- The number of Home Fire Safety Visits (HFSV) against our target groups.

As well as looking at the numbers of fires, RTCs and other incidents, we also look at trends and seek to understand the underlying causes or factors that we are able to influence to reduce the number of incidents.

We will be working to support businesses to ensure compliance with the Fire Safety Order and we will monitor this by tracking delivery against our risk based inspection programme, particularly:

- The number of high-risk premises within Cambridgeshire
- Achievement of planned inspections of our high-risk premises
- The county compliance rates with our inspections and actions taken to ensure compliance

We measure our work towards People Excellence by looking at:

- Employee engagement and culture surveys and metrics
- The number of safeguarding referrals made both internally and externally
- Percentage of employees who have a valid (and at the appropriate level) DBS check

To ensure that we are delivering value for money for our communities, we will monitor:

- Spend against profiled budget
- Sustainability measures –
 - Offsetting of carbon footprint
 - Waste reduction - amounts that we send to landfills
 - Single use plastic usage

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Consultation and engagement

As a fire and rescue service we have several important stakeholders – different groups of people with an interest in our Service. Among others, our stakeholders include:

- Employees
- Members of the public
- Business owners
- Local councillors and politicians
- Unions and representative bodies

Members of the public can be broken down into different sub-groups that will depend on the situation, but examples could include residents living in a particular area, seldom heard groups, those at most risk of a fire and those living in specific accommodation types etc.

Stakeholder groups are important to us when we need to target certain people in the community, for example, home fire safety visits for those aged over 65 as this is the age group where we have seen most deaths or serious injuries from fires in the home historically. We also identify stakeholder groups when there is an issue or topic we wish to seek feedback on. We do this through consultation and engagement.

We generally carry out a consultation when the feedback we receive will be used to help with the decision-making process for something. Other times we will involve different stakeholders through an engagement exercise. Although similar to a consultation process, the outcomes of any questions we ask will not necessarily help inform the final decision, but will help us understand perceptions, views and consider the impact on different people so we can put in place mitigations or approach our communication in a specific way.

We make the intended outcome clear at the start of each process and always try and achieve responses from a diverse and representative mix of the community.

How we consult or engage communities and stakeholders on proposals or topics will vary depending on the nature of what we are seeking to do. With the increased use of technology and social media, online channels enable us to seek views effectively and efficiently, however we accept that there will be some demographics who are less likely to engage with social media and therefore some form of written and printed consultation may also be required.

The choice and form of consultation and engagement we adopt will depend on the issues under consideration, who needs to be considered and the available time and resources we have to complete the exercise. Where a shorter timeframe is appropriate, we will provide a clear rationale.

To achieve this, we adopt the following principles to our consultations:

- We will undertake a stakeholder impact assessment when considering an initiative and identify those groups affected.
- We will design a consultation/engagement plan specifically for the proposal, which is proportionate and targeted.
- We will make clear the nature of the consultation or engagement.
- The time frame for consultation and engagement exercises will depend on the nature and impact of the proposal.

Previous consultation and engagement exercises have included:

- Our response times and the performance measures we set for them.
- Perceptions of firefighters being called to medical emergencies (co-responding).
- Firefighting as a career choice for under-represented groups.
- Using crews of three for on-call fire engines when only three firefighters are available.
- Moving the Papworth fire engine to Cambourne.

Engagement with stakeholders for this CRMP

In order to understand the views of people in our communities about local risk to inform our new CRMP, we devised a questionnaire and publicised it far and wide across the county utilising partner agency and community contacts, social media, a news release, posters in libraries and leaflets that were handed out at community events including Cambridge and Ely Pride.

The questions focused on people's expectations of the fire service and their thoughts on risk, including:

- Expectations of response times for different incident types
- Perception of different risks
- Fires in the home
- Preventing fires
- The services we offer
- Perceptions of our Service

We received just over 1,000 responses to the survey with a good demographic mix compared to the 2021 census data for gender, age, sex and disability. Ethnicity and religion were just below the community representative percentages. We thank everyone who took the time to give us their thoughts. The outcomes from the survey were analysed and fed into the relevant aspects of this plan. Feedback that was more service delivery level has been shared with the most appropriate department to consider and factor into their plans where relevant – for example, how to find and reach those most vulnerable from fires in our communities and additional communication channels for sharing Service news and information about the services we offer.

Headlines from the survey included:

- People had different expectations of how long it should take for a fire engine to arrive for different incident scenarios. Incidents with a higher risk to life or property had an expectation of a quicker response – 0-20 minutes (5-10 mins most popular). For incidents with less risk such as an animal rescue, person stuck, flooding or a bin fire, the range changed with anything from 0-30 mins to not responding at all.
- 77% of respondents agreed that the fire service should prioritise calls.
- 67% of respondents would like to see more regular information on how we meet our response times. We review this information on a quarterly basis and will make this available externally too (we currently report this in a paper to Fire Authority which is a publicly available document, but we can make this information more accessible on our website and social media channels).
- Around 80% of respondents agreed we should start timing how long it takes for a fire appliance to arrive either after the location and details had been given to the 999 call handler, or once the call had ended.
- An electrical fault with an appliance or charger was believed to be the greatest risk of fire in the home. This was the same across all age groups with the exception of under 19s who believed cooking was the greatest risk of fire in the home. The reality is 32.3% of accidental fires in the home were caused by cooking and 18.5% by an electrical fault.
- Around 15% of respondents said they would not know what to do if a fire broke out in their home. This was slightly higher for respondents also citing a disability.
- The risks in the community that were of most concern to people were RTCs, house fires and the local fire crew not being available. Of least concern was civil unrest, pollution/hazardous materials, pandemics, flooding from rivers, weather and prolonged power cuts.
- Only 49% of people have a good knowledge of fire safety procedures in their place of work. 28.5% had some knowledge.
- When asked about the barriers that prevented people from accessing our services, 28.7% said that they do not know what services may benefit them and 12.9% said the accessibility of information prevented them from knowing what services we offer that could help them. Language barriers was higher for residents in East Cambs, Cambridge City and Fenland. This is something we will look to address.

An internal engagement exercise was also carried out to ensure all employees were able to contribute to this CRMP before it was drafted.

Glossary

Appliances - the general term used to describe all firefighting vehicles, including a standard fire engine

Automatic fire alarms (AFA) - an emergency call automatically generated by remote monitoring equipment in non-domestic premises.

Community safety - the range of activities undertaken by the fire service, often in conjunction with partner agencies, to reduce harm to the public.

Day-crewed - a fire station that is crewed by wholetime firefighters in daytime hours and reverts to on-call status at night.

Fire Safety Order (FSO) - the fire safety legislation which the Authority has a duty to enforce.

HMICFRS - His Majesty's Inspectorate of Constabulary and Fire and Rescue Services are the government appointed inspectorate for fire and rescue services. They inspect each fire service approximately every two years.

CRMP - Community Risk Management Plan – this document

IRMP – Integrated Risk Management Plan – what this document used to be called up until March 2024.

Home Fire Safety Visits (HFSVs) - visits by firefighters or other trained employees, often including free smoke alarm fitting and other home safety and wellbeing advice. They can be arranged on request or by referral from other agencies.

Primary fires - fires in buildings, vehicles and outdoor structures, or any fire involving casualties, rescues, or fires attended by five or more fire engines.

Pumping appliances - a fire engine with the capacity to pump water for firefighting.

On-call duty system - firefighters recruited to be available on-call close to their local fire station for a certain number of hours per week, plus regular training. They carry an alerter to call them to the fire station when an incident happens in their area. They are paid a retainer plus a call-out fee for incidents attended. The on-call service is more widely used in rural areas. Many on-call firefighters have other full-time employment or a lifestyle that enables them to commit a certain number of hours per week to be on-call.

Roaming pumps - fire engines that are crewed by wholetime firefighters to cover on-call areas when the on-call fire engine is not available.

Secondary fires - most outdoor fires, including grassland and refuse fires, unless they involve casualties or rescues, property loss or four or more fire engines attend.

Similar services - a group of 11 fire and rescue services, similar in size and make up. Our family group is Bedfordshire and Luton, Berkshire, Buckinghamshire, Durham, East Sussex, Norfolk, Northamptonshire, Oxfordshire, Suffolk and West Sussex.

Wholetime - full-time firefighters.

Appendix B – Resilience

Local Resilience Forums

The Civil Contingencies Act (2004) requires all category one responders to undertake joint risk assessments, planning, training and exercising to ensure their emergency plans are current, comprehensive and that they will work in the event that an emergency occurs. The Act also requires consultation between category one (eg emergency services, local authorities, environment agency and health providers) and category two (eg utilities and transport services) agencies.

The Cambridgeshire and Peterborough Local Resilience Forum (CPLRF) exists to ensure that the duties under the act are fulfilled. At the time of writing this document, the CPLRF is chaired by the Chief Fire Officer, with the wider Service represented at all levels, helping to ensure that all duties are met and that the CPLRF continues to develop and improve in effectiveness and efficiencies.

The CPLRF has developed a local Community Risk Register. The risks identified as relevant to us are considered as part of our CRMP process. These are reviewed regularly. For the most up to date highest rated risks for Cambridgeshire and Peterborough, please see the website for the local resilience forum www.cpprepared.org.uk

We have developed contingency plans to deal with these situations as well as the larger risk sites covered by the Control of Major Accident Hazard (COMAH) regulations, undertaking regular exercises and assessments in preparation for emergencies.

We continue to take a lead role and support the CPLRF to provide the public with the best capability in dealing with an emergency requiring a multi-agency response. The CPLRF is a valuable forum in ensuring any learning points arising from incidents and exercises are satisfactorily covered in future planning.

National Resilience

The National Resilience Programme was introduced in 2003 to strengthen the ability of the country to respond to emergencies and crises. The national resilience assets are owned by the fire and rescue services which host them. Servicing of the vehicles and procurement of equipment for them is managed centrally.

The National Resilience Programme enhances the capability and capacity of the fire and rescue service to respond to a range of incidents as well as a national coordination facility.

The programme delivers:

- Mass decontamination
- Urban search and rescue
- High volume pumping capacity

- Operational logistics and support
- Long term capability management.

We operate one specialist vehicle – a high volume pump – which is available to the National Resilience Programme and for use within Cambridgeshire.

The High Volume Pump, (HVP), is crewed by on-call firefighters and is used to pump large quantities of water at an incident, or to move large quantities of water away from an area, such as in flood situations. The pump is capable of pumping 7,000 litres of water per minute with three kilometres of high capacity hose which is laid using a specially designed hose-laying unit.

We also jointly manage a second vehicle – a Detection, Identification and Monitoring (DIM) vehicle - for the Eastern Region. The DIM vehicle is available for deployment 24/7 for a major incident, involving chemical, biological, radiological, nuclear and explosive (CBRNe) materials within or outside the region. This vehicle is operated by Essex Fire and Rescue Service, with the specialist officers who operate the equipment provided by both Cambridgeshire and Essex fire services.

Other specialist units provided under the National Resilience Programme are available to us through the national co-ordination centre should we need them.

Appendix C – Knowing our communities

Only by knowing the people that live and work in Cambridgeshire and Peterborough will we be able to provide an appropriate and quality service that meets the needs of the county's different communities. A number of complex characteristics contribute to the risk of being affected by fire or to being able to access services. We have focused on those characteristics protected by the Equality Act 2010 and outline below the areas where there are known inequalities in health, safety and wellbeing outcomes.

Through the knowledge and information we have on our communities, we can effectively target our community safety work and community engagement to mitigate risks that our diverse communities may face. We use incident data to prioritise these risks.

Age

Historic incident data shows that those most at risk of dying or being seriously injured as a result of fire are older people – particularly those with an additional vulnerability such as a disability, mental ill-health or isolation. Of the 17 people who died in accidental house fires over the past five years, nine were aged over 65. This is an increasing risk as the population of Cambridgeshire and Peterborough is ageing. Census 2021 data shows the number of people aged 65 and over make up 17.6% of the population. The total number of people aged over 65 in our communities has increased by 25.6% since the last census from 125,107 to 157,165 people. Our tactical prevention plans already include a focus on this most vulnerable group.

Children and young people are another group potentially at risk from the consequences of accidental fire (through lack of knowledge, maturity or judgement) and deliberate fire-setting (risk taking behaviours or anti-social behaviour). Initiatives to engage and educate them about the danger of fire setting behaviours through partnership work are already key areas of our prevention work.

Inexperienced and younger drivers are also more at risk of being involved in road traffic collisions and again education programmes to address this are in place with the Cambridgeshire and Peterborough Road Safety Partnership.

Homes with young families are more likely to have higher numbers of lithium-ion batteries in the home. Lithium-ion batteries have been identified as an increased risk for us as a cause of fire in the home.

The serious violence duty puts a statutory duty on a number of agencies, including us, with a particular focus on the reduction of knife crime injuries and deaths involving the under 25s. Our youth interventions will help to support this duty where appropriate.

Disability and Ill-health

People with a long-term health problem or disability, including mental health, make up 23.7% of the population in Cambridgeshire and Peterborough. This means that nearly a

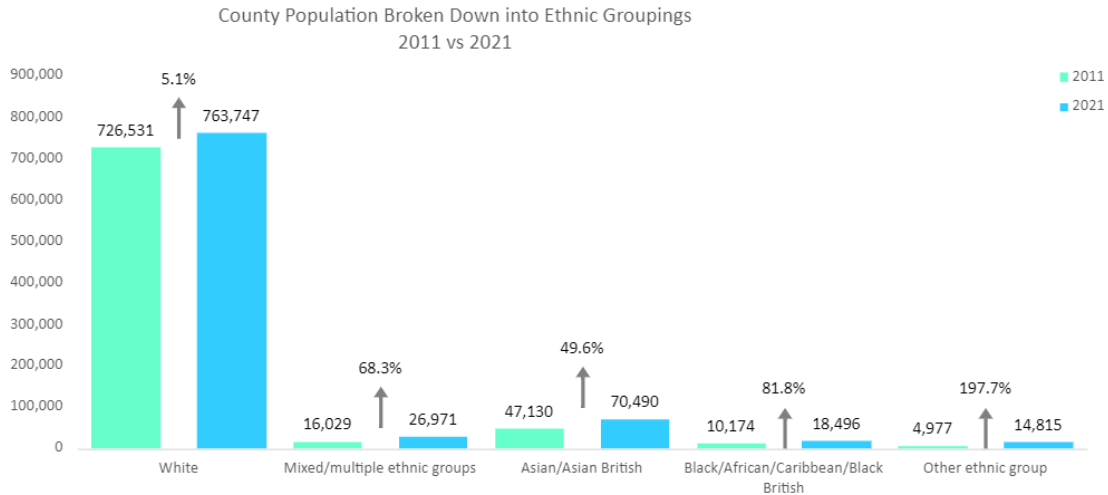
quarter of our community has either their day-to-day activities limited (either a lot or a little) or considers that they have a long-term physical or mental health condition. We use multiple data sets, including hospital bed data and those that have oxygen tanks to help us identify people that may have additional risk factors, enabling us to target our prevention activities to those most at risk. Our recent community engagement activities showed us that we need to do more to promote the services that we offer such as referral pathways, for our prevention activities, and the expansion of our on-line fire safety tool.

This risk is set to increase in the future given the nature of our ageing population which means targeting our resources and creating capacity is vitally important. Our work with partners such as Adult Social Care helps identify those most at risk and in need of our support. Services like Home Fire Safety Visits and free smoke alarm fitting are targeted at the over 65s. We give Home Fire Safety Awareness training to a range of home visitors including care providers and physiotherapists who visit people in our target groups and can refer residents to us for further support. Our data sharing with partners ensures an intelligent and effective way to identify those in need and target our resources efficiently. This includes receiving information on residents who have been issued with a hospital bed at home and therefore unlikely to be able to escape in the event of a fire.

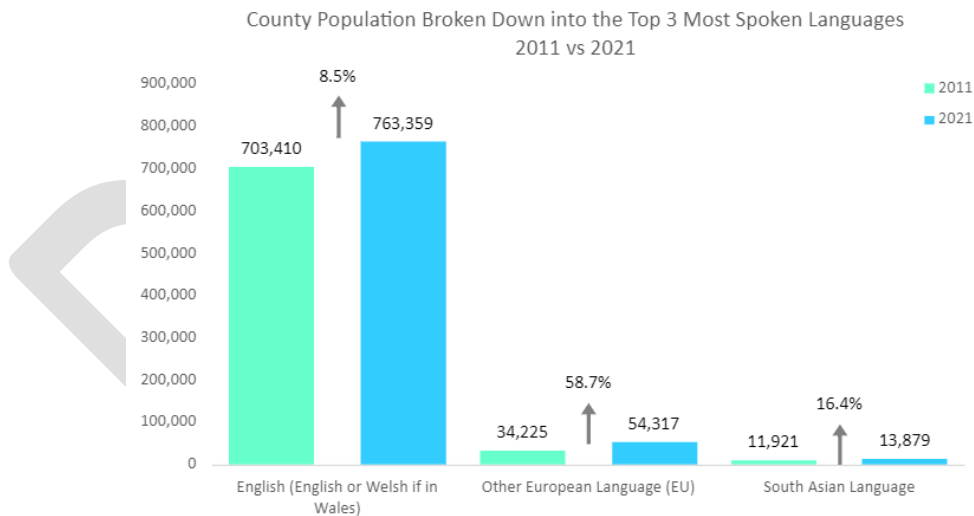
Ethnic origins and nationality

Cambridgeshire and Peterborough both have a rich heritage of ethnic and cultural diversity. Understanding new communities as well as building and sustaining relationships with long standing communities is important in providing an effective prevention and response service.

The census data shows us that the population in Cambridgeshire and Peterborough identifying as white has increased by 5.1% since 2011. People identifying as Black, Asian or minority ethnicity has increased by 67%. As a population distribution this means that 14.6% of our population is Black, Asian or minority ethnicity, up from 9.7%. Our white community has decreased from 90.3% of our community to 85.4% of our community. White British comprises 72.9% of our community and all white other 12.4%. Further breaking down the ethnic groupings, we see that other ethnic groups have increased by 197.7%. Those identifying as Black/African/Caribbean/Black British have increased by 81.8%. There has been a 68.3% increase in those identifying as mixed/multiple ethnic groups and a 49.6% increase in those identifying as Asian/Asian British.

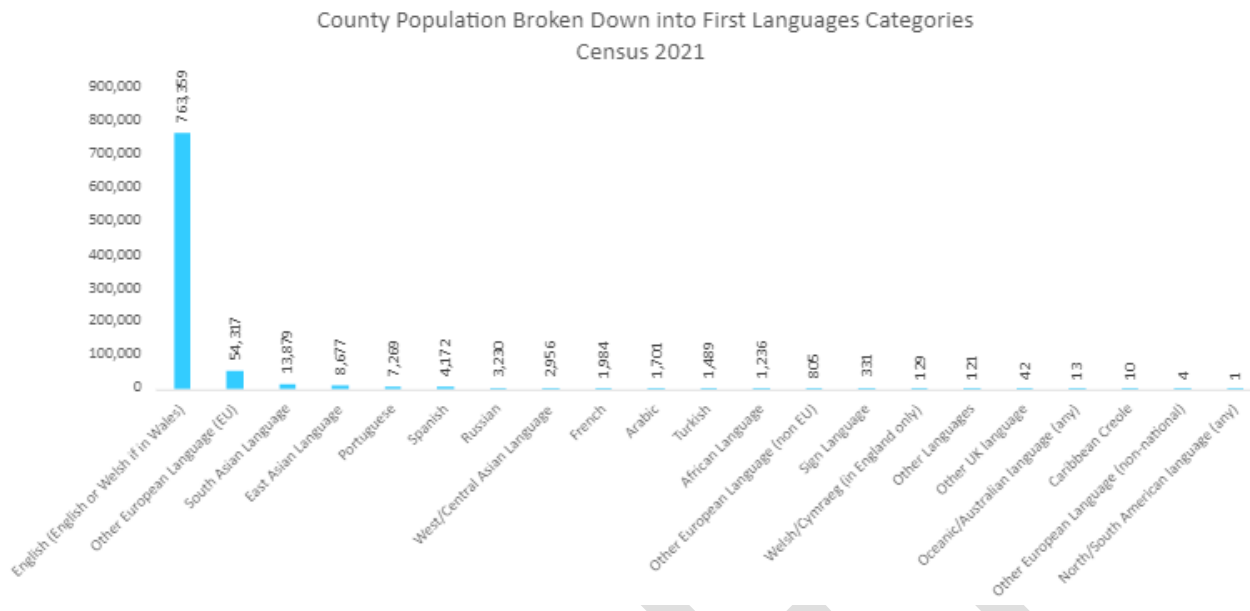


English as a first language spoken has increased by 8.5%, other European languages (EU) has seen a 58.7% increase. And South Asian languages have seen a 16.4% increase according to the 2021 census data. There are small rises in the proportion of residents who cannot speak English well or at all - 1.2% of residents in Cambridgeshire (8,200 people), ranging from 0.6% in South Cambridgeshire to 2.5% in Fenland and there are 4.5% in Peterborough (9,400 people).



Although only small numbers, there have been large percentage increases in Spanish (98.3% increase), Portuguese (92.9%) and other European language (58.7% increase). These are the top three largest increases amongst first spoken languages in Cambridgeshire.

Comparing the breakdown of first languages spoken in our county from the 2011 and 2021 census data, we can see that the prominence of each language remains largely the same, with English as the most spoken language, followed by other European language (EU), South Asian language, East Asian language and then Portuguese and Spanish. We will consider the languages spoken in our communities in the products that we offer going forward.



White Gypsy or Irish Traveller is the sixth highest ethnic group in Fenland with 591 people recorded in the 2021 Census. We will continue to work with our partners and the community directly to raise awareness across this community group about how to access our services.

Sex

The ratio across the county has remained largely the same in the 2021 census data with 49.4% male and 50.6% female.

Our own data from the past five years indicates that men are more likely to be injured from fire than women. Over the past five years 169 men were injured in fires compared to 78 females and four where sex was not known. This varies with age group and circumstances, for example, for all fire injuries, the number of men aged 35-54 injured from fire was significantly higher in proportion (60 men compared to 25 women in the same age category).

In terms of fatalities from fires in the home, the split between men and women is again predominantly men with 13 fatalities being men and three being women, one where sex was not known. Nine of those fire fatalities were 65 or over.

Men are still more likely to be injured or killed in road traffic collisions.

We will continue to monitor the circumstances and characteristics of those injured in fires and other emergencies to identify and respond to altering trends.

Gender

The census data tells us that 93% of the population of Cambridgeshire identify with the same sex as registered at birth. A high percentage 6.4% did not answer this question in

the census. 0.3% of the population of Cambridgeshire answered that they identify with a different gender than their sex registered at birth (no specific identity given).

Those identifying as trans-women and trans-men were both 0.1% of the population of Cambridgeshire. Those identifying as another gender identity make up 0.2% of the Cambridgeshire population.

We continue to develop our colleagues' understanding about a range of inclusion topics, including gender identity, to ensure that we deliver our services to the community in line with our inclusive values.

Religion or Belief

In Cambridgeshire and Peterborough, Christianity is the most prevalent religious belief (45.4%). This has decreased from 57.9% in 2011. In the census 2021, 40% responded that they had no religion, this is a large increase from 2011 where 29.1% stated no religion. 4.5% of the population of this county are Muslim, 1.2% are Hindu, 0.5% are Buddhist, 0.3% are Sikh, 0.2% are Jewish and 0.5% cited other religion.

The faith of our communities is relevant to us where we provide services in people's homes and in relation to understanding behaviours and observance of faith-based traditions. Our role and responsibilities in planning for large scale emergencies also provides an opportunity to engage and foster good relations with faith leaders who may be able to support and reassure their faith communities in national or large-scale emergencies.

Sexual Orientation

The census data tells us that those identifying as straight or heterosexual constitutes 88.5% of the population of Cambridgeshire and Peterborough. 8% of the population of Cambridgeshire and Peterborough - just over 71,000 - did not answer this question. 1.4% of the population identified as gay or lesbian and 1.6% identified as bi-sexual. 0.3% identified as pansexual and 0.1% identified as asexual. We continue to develop our colleagues in a range of inclusion topics, including sexual orientation, to ensure that we deliver our services to the community in line with our inclusive values.